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City of Barrie

Final

Seniors Advisory Committee

Monday, June 27, 2022 | **10:00 AM** | **Virtual Meeting**

SENIORS ADVISORY COMMITTEE
For consideration by the Community Safety Committee on December 20, 2022

The meeting was called to order by the Chair, D. Dellio at 10:03 a.m. The following were in attendance for the meeting:

Present: 7 - Chairman D. Dellio
G. Kavanagh
H. Stone
L. Ricardo
M. Malcolm
P. Sasco
E. McCraney

Absent: 3 - Councillor A.M. Kungl
P. Thiffault
S. Turcott

STAFF:
Committee Support Clerk, B. Thompson
Senior Communications Advisor, S. Lamantia
Supervisor of Transit Operations and Infrastructure, J. Zimmerman
Transit Coordinator, J. MacDonald

ALSO PRESENT:
Community Connection, S. Teeter
The Ontario Caregiver Organization, S. Dhungel.

The Seniors Advisory Committee met and reports as follows:

SPECIALIZED TRANSIT

Jason Zimmerman, Supervisor of Transit Operations and Infrastructure introduced Julie MacDonald, Transit Coordinator who provided a presentation on the Specialized Transit Passenger Portal.

Ms. MacDonald discussed slides concerning the following topics:

- The Trapeze PASS scheduling software and the Interactive Voice Response (IVR) system;
- The online Passenger Portal and managing trips;
- Easy navigating the Passenger Portal menu;
- Easy access to cancel a planned trip or to see where a bus is on the map; and
- The benefits of using the Passenger Portal.

Members of the Committee made suggestions regarding stop locations, asked questions of staff and received responses.

REDUCING SENIOR ISOLATION/COMMUNITY PARTICIPATION

Sherry Teeter, Project Lead for Reducing Senior Isolation of Community Connection - 211 Central East Ontario provided a presentation on 211: Connecting People to Services.

Ms. Teeter discussed slides concerning the following topics:

- Three-digit dialling codes for easy access to special services;
- The 211 Ontario Network through six independent organizations throughout Ontario;
- Information and referral core skill areas, inquiry service, resource database, and business intelligence;
- 211 Community navigators provide personal assistance, and connect people with services that support economic and social conditions;
- A project overview for Reducing Senior Isolation through social prescribing;
- A project background and community members and service providers;
- The 2016 senior population by the County of Simcoe Census Division and its municipalities;
- A strategy to reduce senior isolation;
- Data tracking through the client's journey, follow-up and improvement through a Learning Health System;
- Social determinants of health which make up 80% of a person's

overall health;
- Close-Loop referrals through needs assessments, information and advice, empowerment, and advocacy;
- Volunteer resources and databases for finding volunteer opportunities; and
- Social Activity Survey results of senior isolation through social prescribing.

Members of the Committee asked a number of questions of Ms. Teeter and received responses.

ONTARIO CAREGIVER ORGANIZATION

Shrid Dhungel, Regional Lead for Community Engagement of the Ontario Caregiver Organization (OCO) provided a presentation.

Mr. Dhungel discussed slides concerning the following topics:

- The purpose of OCO, as well as caregivers at a glace, i.e., caring for one or more persons, persons with problems associated with old age frailty, care at home or recipient's home;
- The significant impacts on caregivers on their home life, employment, their mental health, and during the COVID pandemic;
- Working with caregivers within the community to provide awareness, information and support, and help in identifying gaps in services;
- Caregiver and public information, as well as online resources, caregiver toolkit, and A Time to Talk Podcast;
- Direct to caregiver programs, webinars, and services, such as the Caregiver Helpline, peer support groups, and an 8-week SCALE program, e-learning on roles, conflicts, and physical and mental health;
- Engaging care providers and collaboration;
- Key caregiver strategies for providers for better patient care, health outcomes, and experience;
- E-learning for providers that is free of charge and offers practical tips;
- Understanding health privacy and consent in Ontario;
- Providing public awareness to reach more caregivers;
- Caregiver insights and engagement, voices, and perspectives through an online platform; and
- Collaborating to increase awareness of the organization, and access to resources and services for caregivers.

Members of the Committee asked a number of questions of Mr. Dhungel and received responses.

SEPARATE SENIORS PAGE ON CITY'S WEBSITE

The Committee discussed having a separate Seniors Advisory Committee webpage, on the City's website, to provide clear communication and to reduce navigation through the website, as well as provide links, resources, and information available to seniors.

Scott Lamantia, Senior Communications Advisor discussed the changes to and relaunching of the new City website in the fall, whereas all of the advisory committees would be listed on a single page. Mr. Lamantia indicated that he would need to inquire if a separate webpage on the website was possible and who would be responsible to maintain the webpage.

SENIORS ADVISORY COMMITTEE MANDATE/OBJECTIVES UPDATE

The Committee discussed the amendment, which was passed by Council at its May 16, 2022 meeting, to its mandate and objectives within the Terms of Reference.

SENIORS EVENTS/INFORMATION/UPDATES

Donna Dellio discussed the three local events attended by the Committee, the handing out and completion of the Committee's survey, as well as some feedback and results. Ms. Dellio inquired with staff on steps to make the City aware of the survey and its results, if required to do so. She also suggested a table at the Farmer's Market to better reach the age bracket of 55 to 65.

Evan McCraney, Gilbert Centre advised that the centre has started to revert to in-person programming, however, a lot of programs remain virtual.

Lucia Ricardo, CNIB discussed the soft open house on June 16, as well as beginning in-person programs.

ADJOURNMENT

The meeting adjourned at 11:53 a.m.

CHAIRMAN